



POSITION TITLE	Compliance Officer - Ranger
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 to 2027 Band 5
DIRECTORATE	Infrastructure and Growth
BUSINESS UNIT	Compliance
REPORTS TO	Team Leader Compliance
SUPERVISES	Nil
EMPLOYMENT STATUS	
DATE	
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

Wodonga Council's vision for the city is to be seen as a 'progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship'. This vision will support us to realise our mission 'to strengthen the community in all that we do'.

POSITION OBJECTIVES

Delivers education and enforcement of Local Laws and Victorian legislation, including the Domestic Animals Act, Road Safety Act and Rules, Fire Acts, Impounding of Livestock Act, and Litter Act. Provides a regulatory role through patrols, investigations, infringement management, public education, and support to relevant authorities to ensure compliance and community safety.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

- Enforces legislation and local laws by patrolling the municipality, identifying breaches, and applying statutory powers to protect community safety and amenity.
- Educates the community on animal management, parking, fire prevention, and local laws through patrols, public engagement, and information sessions.

our values

TRUST - RESPECT - INTEGRITY - LEARNING

our mission

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

- Investigates complaints promptly by gathering evidence, interviewing parties, and initiating enforcement or providing advice within agreed timeframes.
- Issues statutory notices including infringements, warnings, and compliance directions to ensure breaches are addressed and documented in accordance with legislation.
- Monitors animal management requirements by impounding, transporting, and caring for animals, managing livestock and deceased animals, and maintaining the animal control vehicle.
- Maintains accurate records and reports by preparing briefs of evidence, case notes, and infringement documentation to support court proceedings and compliance audits.
- Supports community safety initiatives through after-hours call-outs, emergency management response, and contributing to education campaigns or school crossing duties.
- Represents Council professionally at court, VCAT, and community forums, building trust and confidence in compliance services.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust	Talk straight – Say what you mean and mean what you say Create transparency – Do not withhold information unnecessarily or inappropriately Right wrongs Practice accountability – Take responsibility for results without excuses Extend trust – Show a willingness to trust others, even when it involves a measure of risk
Respect	Treat other people with courtesy, politeness and kindness, no matter what their position or opinion Listen first – Seek to understand others before trying to diagnose, influence or prescribe
Integrity	Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values Keep confidences Do what you say you will do to the best of your ability Be open about mistakes Speak of those that are absent only in a positive way

Learning	Work together and learn from each other
	Continuously improve and innovate
	Be open to change
	There is a high degree of responsibility for results – delivery without excuses

CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

JUDGEMENT AND DECISION-MAKING SKILLS

- Prioritises tasks and manages daily activities effectively.
- Applies established practices and procedures with discretion.
- Escalates issues and seeks guidance where required.

SPECIALIST KNOWLEDGE AND SKILLS

- Applies knowledge of legislation and local laws to ensure compliance with statutory requirements and Council policies.
- Uses IT systems and record management tools to accurately capture, maintain, and retrieve compliance and enforcement information.
- Conducts investigations and interviews professionally, gathering evidence and resolving disputes in a fair, non-confrontational manner.
- Demonstrates integrity and confidentiality in handling sensitive information, applying the Privacy Act and FOI Act appropriately.
- Builds technical understanding of property, community services, and enforcement practices to support informed decision-making.

MANAGEMENT SKILLS

- Plans and organises own workload to meet deadlines, balance priorities, and deliver consistent results.
- Follows directions and seeks guidance from supervisors while escalating risks, issues, or workload concerns appropriately.
- Applies occupational health and safety practices by using PPE, reporting hazards, and maintaining compliance with risk procedures.
- Monitors and manages personal performance through honesty, accountability, and transparent communication.
- Provides guidance and support by sharing knowledge, offering on-the-job training, and modelling professional conduct.

INTERPERSONAL SKILLS

- Builds cooperative relationships with colleagues, stakeholders, and the community.
- Communicates clearly, respectfully, and with empathy.
- Gains cooperation to achieve compliance and resolves conflict constructively.

INFORMATION TECHNOLOGY SKILLS

- Uses Council's IT and record-keeping systems effectively.
- Learns new programs quickly to support compliance functions.

CUSTOMER SERVICE SKILLS

- Provides honest, professional, and courteous service to the community.
- Listens actively and communicates in plain language.
- Ensures equitable access to services, including for people with disabilities.
- Takes ownership of resolving customer issues and follows through on commitments.

EMERGENCY MANAGEMENT DUTIES

As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

QUALIFICATIONS AND EXPERIENCE

- 4 years' animal control experience or Certificate IV in Animal Management
- Previous practical experience in an enforcement related field including dealing with members of the public and conflict resolution.

LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers Licence
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)
- Current Victorian Working with Children's Check
- Pre-Employment Functional Assessment
- Current First Aid Certification

EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

COGNITIVE JOB DEMANDS

The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations.
- Meet performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

KEY SELECTION CRITERIA

Our ideal candidate will be able to show us the following.

1. Previous experience within an enforcement related field, or similar role.
2. Well-developed communication skills, with the ability to discuss, liaise and resolve issues appropriately with members of the public.
3. Experienced at handling and working with animals.
4. Availability for on-call work and ability to be available to work on a rotating roster including working weekends.

Staff member signature

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service.		BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community.	PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community.
FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities.	PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people.	MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing.	SAFETY AND RISK MANAGEMENT  Prioritising safe and ethical behaviour and decision-making in everything we do.

Customer Service and Communication	
Demonstrates commitment to a high standard of service to customers and the community.	• Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow

Build and Enhance Relationships	
Works co-operatively and effectively with others.	• Demonstrates clear, open and honest communication • Works constructively to resolve conflict • Shows enthusiasm to help others • Listens and respects the value of different views, ideas and ways of working • Builds and sustains positive relationships with staff and customers • Actively participates in team and other activities • Keeps others informed and seeks clarification when required

Plan, Organise, Deliver	
Organises and prioritises own work to meet work commitments.	• Demonstrates effective use of time and resources to meet expectations and achieve outcomes • Understands what is required of the role and how this contributes to team priorities • Keeps appropriate people informed on progress of tasks and projects • Seeks information when required, demonstrates initiative • Undertakes to complete all tasks with a positive, can-do attitude

Future Focus	
Looks for improvements and is adaptable to change.	• Understands council vision and purpose and how their role fits in • Is willing to adapt to changing processes, systems, technology and environments • Looks for improvements and better ways of doing things • Seeks support and clarification when required
People Development	
Welcomes opportunities for learning and self-development.	• Displays council values • Reflects upon own performance • Seeks and acts upon feedback • Sets goals for personal and professional development • Finds ways to learn and improve in the completion of day-to-day tasks • Takes responsibility for own work and meeting job requirements
Manage Health and Wellbeing	
Takes responsibility for self-care and managing work-life balance.	• Demonstrates effective time management and prioritising of tasks • Is aware of, controls and expresses their own emotions appropriately • Recognises when support is needed • Accepts responsibility for their own actions and outcomes • Is aware of the importance of self-care
Safety and Risk Management	
Takes responsibility for personal actions and reports safety and compliance concerns.	• Remains vigilant in ensuring a safe working environment for self and others • Is aware of risk and takes action to prevent problems • Reports hazards, incidents (including near misses) and compliance concerns in a timely way • Understands the importance of honesty and transparency • Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets • Complies with policies and procedures

ATTACHMENT 2

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Civic Services Officer - Ranger	Animal Control. Will also: - Educate the community in relation to Local and Victorian Laws. - Administer the statutory requirements prescribed by relevant Acts. - Provide regulatory role when required.	- Capacity to sit for up to 2 hours. - Capacity to alternate postures regularly - Capacity to walk on even / uneven ground / sloped surfaces. - Ability to work with unpredictable animals of all sizes from stock to domestics pets. - Capacity to climb fences and steps (including curbs) on rare occasions. - Capacity to lift up to 20 kilograms between ground and waist height occasionally. - Capacity to carry up to 10kg over a distance up to 50 metres occasionally. - Capacity to carry equipment (for example phone, note book, bite stick) via load bearing vest at all times whilst completing role. - Capacity to push and pull up to 50 kilograms over a distance up to 50 metres occasionally (for example, when controlling animal with use of catcher's pole). - Ability to work at low levels with need to kneel or squat occasionally. - Adequate movement through the lower back (including flexion, lateral flexion, and rotation) - Capacity to reach between ground and head height. - Adequate level of physical fitness required - Hand grip and dexterity - Capacity to drive company vehicle up to 2 hours. Capacity to drive approximately 300km (e.g. to Melbourne) on rare occasions. - Use of phones, printers, photocopiers, computers, tablets, and relevant IT systems	Sitting			X	
			Standing		X		
			Walking		X		
			Lifting < 30kgs		X		
			Carrying		X		
			Pushing		X		
			Pulling		X		
			Climbing	X			
			Bending			X	
			Twisting			X	
			Squatting		X		
			Kneeling		X		
			Reaching			X	
			Fine motor			X	
			Neck postures		X		
			Accepting instructions				X
			Providing instructions		X		
			Sustained concentration			X	
			Major decision making		X		
			Complex problem solving		X		
			Supervision of others	X			
			Interaction with others				X
			Exposure to confrontation			X	
			Respond to change				X
			Prioritisation				X

		• Ability to provide advice regarding matters of policy, law, or procedure to clients, colleagues, members of the public, tribunals, or external organisations. • Ability to liaise with staff of all levels both internally and externally. • Ability to resolve disputes, manage conflict and converse with disgruntled or abusive people • Ability to maintain professional relationships with community members, external agencies, neighbouring councils, emergency services, and state / federal government departments. • Possess strong interpersonal communication, organisational, and time management skills. • Adaptability and flexibility in work role – may be required to assist with other roles within department. • Ability to work both independently and in a team environment.						
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